

**Working together
for a safer Scotland**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN FOR DUNDEE

2017



Contents

Title	Page
Introduction	1
National Context	2
Local Context	3
Local Priorities	
1. <i>Improving Fire Safety in the Home</i>	5
2. <i>Improving Fire Safety and Resilience in the Business Community</i>	6
3. <i>Minimising the Impact of Unintentional Harm</i>	7
4. <i>Reducing Unwanted Fire Alarm Signals</i>	8
5. <i>Reducing Deliberate Fires</i>	9
6. <i>Effective Risk Management and Operational Preparedness</i>	10
Review	11
Contact Us	11

Introduction

It is my pleasure to introduce the Scottish Fire and Rescue Service's (SFRS) Local Fire and Rescue Plan for Dundee 2017. This sets out our proposed priorities for improving community safety, whilst helping to address inequalities and enhancing the overall wellbeing of the communities of Dundee.

In developing this plan, we have been mindful of the range of activities the SFRS might have to undertake in Dundee on any given day. These might include fitting a smoke alarm in the home of a vulnerable person, visiting a school to educate young people on the dangers of fire, rescuing someone involved in a Road Traffic Collision or dealing with flooding similar to that we experienced in recent years.

The role of the SFRS is changing to meet some significant future challenges such as social demographics, climate change and terrorism. This plan therefore outlines how we aim to meet the challenges ahead whilst making Dundee safer through improved outcomes. This includes how we will go about broadening our safety role in the community. To do this, we will build on our proven track record in prevention work and focus our attention on reducing the wider safety risks associated with unintentional harm. This is mainly driven by social changes such as an ageing population. Protecting these types of vulnerable people from harm in the home, such as from slips, trips and falls, is a priority.

The SFRS does not operate in isolation and this plan supports the crucial role of Community Planning in helping to deliver the ambitions of the Dundee Partnership through the City Plan for Dundee 2017-26 and Locality Plans developed by our Local Community Planning Partnerships.

All community partners must work closely together to ensure we tackle inequalities and improve the wide range of outcomes for our communities of Dundee. Building on our successes through partnership working, we believe that we can make the communities of Dundee safer and more secure and therefore contribute towards a more vibrant society where people want to come and live, work and visit.

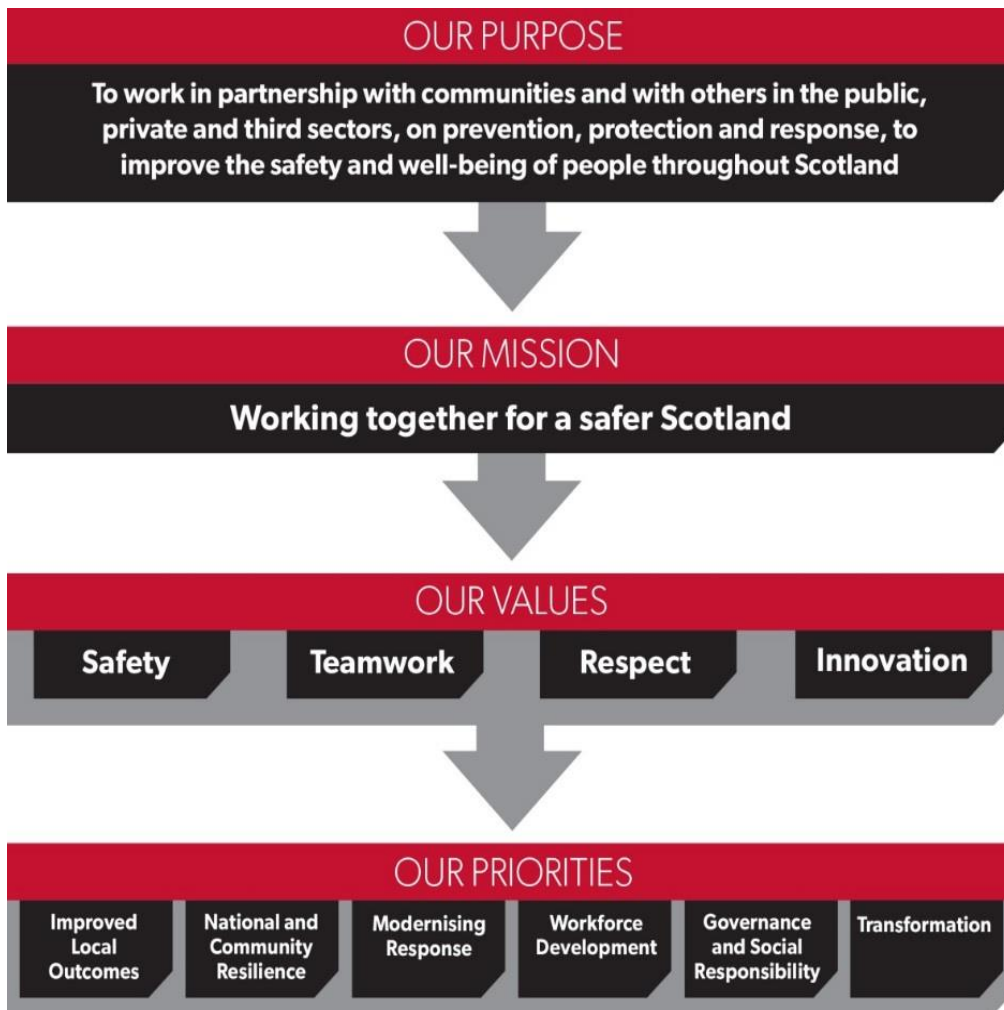
The plan will be subjected to regular review. This will allow us to react to local needs and the continued transformation of the Scottish Fire and Rescue Service.

Colin Grieve
Local Senior Officer

National Context

Scottish Ministers set out their specific expectations for the Scottish Fire and Rescue Service in the Fire and Rescue Framework for Scotland 2016. This provides the outline we should follow to ensure our resources and activities are aligned with the Scottish Government's Purpose and National Outcomes.

Our Strategic Plan 2016-2019 has been designed to meet these national expectations. Set against a complex and evolving backdrop, our Strategic Plan encapsulates our purpose, mission, values and strategic priorities.



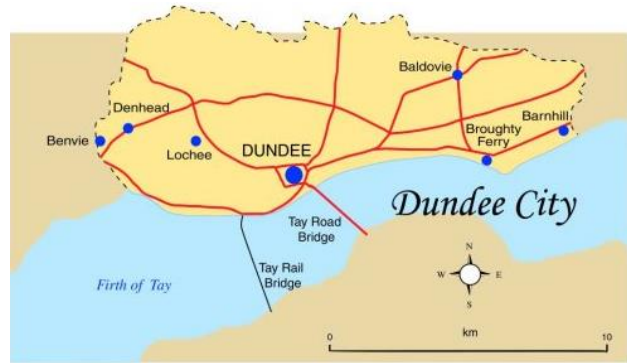
These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly include how we prepare for and respond to changing societal needs, the impact of climate change and the threat of terrorism.

Strong leadership, supported by sound governance and management arrangements are at the very core of our foundations. These arrangements will direct and provide assurance that we comply with our statutory responsibilities. In addition, they will provide Local Senior Officers with supporting mechanisms to deliver services specifically tailored to local needs.

Local Context

About Dundee

Dundee is Scotland's fourth largest city, covering an area of 24 square miles, with a population of around 148,000. The city is located on the north side of the River Tay and supports national air, rail and road links. Split into the eight wards of Coldside, East End, Lochee, Maryfield, North East, Strathmartine, The Ferry, and West End. The largest employers are: NHS Tayside, Dundee City Council, University of Dundee, Tayside Contracts, Tesco, D. C. Thomson & Co and British Telecom. With the decline of traditional workforces, the city has attracted software developers, biomedical and technological industries and now accounts for 10% of the digital entertainment industry in the U.K. Dundee continues to be innovative in its regeneration as demonstrated by the major redevelopment of areas including the Waterfront with the city now hosting cruise liners.



A particular challenge for Dundee is that the size of the population is projected to remain relatively static over the next 20 years. However, the make-up of the population will see considerable change. The number of people aged over 65 is set to rise significantly as a percentage of the total population, whilst the number of people aged under 18 is reducing.

Dundee encompasses prosperous and successful areas along with those encountering deprivation linked to unemployment, low incomes, access to housing and services and poorer health outcomes.

About the SFRS in Dundee

The SFRS has four community fire stations strategically located in Dundee. These stations provide prevention, protection and response services tailored to local needs and comprise of three Wholetime stations and one Wholetime/Retained station. These stations contribute to national resilience by providing an emergency response to fires and other emergencies including road traffic collisions, major flooding, structural collapse and hazardous material incidents.

Our Wholetime stations are crewed by 5 teams of full-time firefighters who provide a 24/7 operational response to emergencies. Each team participates in 20 hours of training and community engagement activity during each working week. In contrast, our Retained station is crewed by part-time firefighters who primarily work in other occupations. They attend a weekly training event and respond by pager to emergency incidents.

Although operational teams are the most visible of SFRS resources, they are supported by a management team and a number of back office personnel. Our valued prevention agenda is delivered by District Enforcement Officers and our Community Action Team who work alongside Community Planning Partners to develop plans and coordinate activity to improve the safety and wellbeing of our community.

One of three national Control Rooms is located at Macalpine Road which primarily serves the north of the country. The Asset Resource Centre at Claverhouse Industrial Estate supplies vehicles, equipment and uniforms throughout the north of Scotland.

About Community Planning in Dundee

The Community Empowerment (Scotland) Act 2015 requires planning partners to come together in Dundee to form a Community Planning Partnership (CPP), and focus on improving local outcomes in the Dundee area.

The City Plan for Dundee 2017-2026 sets out the outcomes which contribute to a longstanding vision for the city, framed around jobs, social inclusion and quality of life. The Dundee Partnership will facilitate this improvement through locality plans with our efforts being focused upon the geographical areas of Dundee that experience the poorest outcomes.

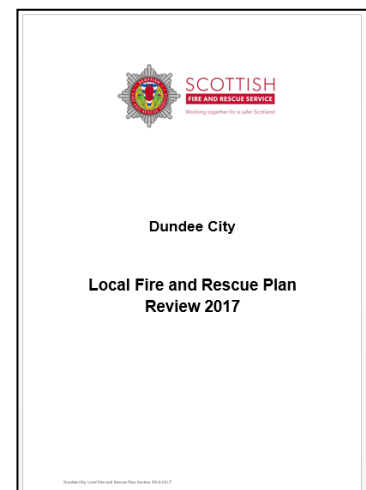
As a statutory partner of the Dundee Partnership, we will fully contribute towards improving the local outcomes described in the City Plan for Dundee 2017-2026 and help take forward the priorities contained within our Locality Plans. Our work towards supporting this, sits within the context of the Dundee Local Fire and Rescue Plan 2017. Along with other partner plans and strategies, the shared approach for improving local outcomes in Dundee is illustrated below.



About Local Scrutiny of our Performance in Dundee

As part of the process of scrutinising local fire and rescue service delivery, we are required to submit quarterly performance reports to the Dundee Community Safety and Public Protection Committee. The purpose of these reports is to present information on the performance of the SFRS against the priorities contained within the Local Fire and Rescue Plan for Dundee.

We have completed a review of our performance during 2017 which included an opportunity for stakeholders to contribute via an online survey. The outcomes of the review along with an assessment of the challenges we face and the opportunities for change have been incorporated into the set of priorities detailed in this plan.



Local Priorities

1. Improving Fire Safety in the Home

Amongst the range of emergencies we attend in Dundee, fires in the home account for approximately 6% of operational demand. This, however, is the category of fire in which individuals are most likely to die or be injured, and for that reason, improving fire safety in the home continues to be a priority for us. There are over 70,000 homes in Dundee and on average, we attend 212 fires each year. High severity house fires in Dundee continue to be low, representing around 5% of all incidents but the rate of fire fatalities and casualties in Dundee is the highest when compared to all other areas of Scotland. The generally low impact of fire in the home reflects the focus on prevention and protection work that has taken place in the city. Over the past three years 13,168 Home Fire Safety Visits have been conducted with 2,346 smoke detectors installed to provide an essential early warning of fire.

Evidence indicates the most vulnerable individuals in our communities, and those living in certain geographical areas of Dundee, are at higher risk from fire in the home. The elderly account for 25% of all accidental dwelling fires and it has been identified that people who live in social isolation are potentially more vulnerable to fire. People are more likely to be affected by fire if they have used alcohol or drugs. This is deemed to be a contributory factor at 20% of all house fires, with these incidents accounting for 50% of the fire casualties recorded in Dundee.

Individuals who are at higher risk from fire are, more often than not, known to other agencies such as health, social care or criminal justice. This highlights the absolute need to share knowledge, data and information between services about those most vulnerable in our communities to reduce fire risk in these households.

A home fire safety visit, where firefighters visit people in their homes to provide safety advice and fit smoke alarms, will continue to be our main tool to improve fire safety in the home. A smoke alarm cannot prevent a fire but it can alert the occupant that a fire may have started. The best way of reducing the potential for fires to occur is to influence and change the behaviour of residents and we will continue to concentrate our efforts on how to improve their fire safety awareness.

Working with our partners and communities in Dundee we will:

- *Share relevant information and analyse data, to identify individuals, households, communities and geographical areas most at risk from fire.*
- *Target our home safety visits, and fire safety education and advice at those who are identified as being most at risk from fire.*
- *Make it easier for our partners to refer vulnerable individuals who are at risk from fire.*
- *Educate children and young people on the risks from fire, making Dundee a safer place for the future.*

Progress will be monitored by:

- *Reviewing the number of fires in the home and their severity.*
- *Identifying the number and severity of fire fatalities and injuries.*
- *Analysing the number of high risk referrals we receive from partners.*

The local outcomes we aim to improve are:

- *Our people will be better educated and skilled within a city renowned for learning and culture.*
- *Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included.*
- *People in Dundee will be able to live independently and access support when they need it.*
- *Our communities will be safe and feel safe.*

2. Improving Fire Safety and Resilience in the Business Community

Non-domestic fires tend to involve businesses and have the potential to have a significant impact on our critical infrastructure and economy. It is essential that we ensure businesses are better protected and more resilient to fire to ensure their continual contribution to the economy of Dundee during these challenging economic times.

The Scottish Fire and Rescue Service has a statutory duty under Part 3 of the Fire (Scotland) Act 2005 to provide advice and enforce fire safety regulations where necessary. In Dundee, approximately 3,500 non-domestic premises are covered by the Act, which requires the duty holders to meet certain responsibilities in relation to maintaining safe business environments.

Our approach of educating and advising duty holders on how to build and maintain safe business environments, combined with enforcing our powers to ensure compliance, is working effectively. In Dundee, we have the sixth highest rate of non-domestic fires in Scotland.

SFRS operate a risk based fire safety programme that is intelligence led and focusses our resources on auditing premises with high life risk and/or where there is a greater likelihood of fire. The programme of fire safety audits will also include buildings important to our heritage and critical to our local infrastructure.

Working with our partners and communities in Dundee we will:

- *Prioritise our Fire Safety Audits and Operational Reassurance Visits towards protecting non-domestic premises with the highest life risk and those where there is the greatest risk of fire.*
- *Support every business that has been affected by a fire, by undertaking a post fire audit of the premises and assisting their recovery in the quickest and most efficient way.*
- *Respond promptly to complaints over fire safety compliance in non-domestic premises.*
- *Advise on the suitability of fire safety provision in all new non-domestic premises under construction and existing premises undergoing major refurbishment.*
- *Engage with duty holders on how to meet fire safety compliance, to ease the burden on the business community.*

Progress will be monitored by:

- *Reviewing the number of fires in non-domestic premises and the type of premises involved in fire.*
- *Analysing the number and types of fire safety audits, and Operational Re-assurance Visits carried out across Dundee.*
- *Identifying the outcome of fire safety audits carried out in non-domestic premises.*
- *Evaluating the effectiveness of our responses to complaints over fire safety compliance in non-domestic premises.*

The local outcomes we aim to improve are:

- *Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for people.*
- *Our communities will be safe and feel safe.*
- *Our people will live in strong, popular and attractive communities.*

3. Minimising the Impact of Unintentional Harm

The Building Safer Communities Phase 2: National Assessment of Unintentional Harm defines these types of incidents as: “unintentional physical and psychological harm that could have been predicted and prevented”. Unintentional harm contributes greatly to the number of injuries and deaths recorded in our communities. Annually, there are 1250-1400 deaths from unintentional harm in Scotland.

The impact of unintentional harm is also a significant economic burden for public services, with the costs to the NHS in Scotland from physical unintentional harm alone, amounting to at least £200 million per year.

Unintentional harm in the home (falls in particular) has been identified as one of the most prominent issues and the associated risk profile closely matches those people that are most at risk from fire, in particular the elderly. It makes sense that our work goes beyond making people safer from fire. We will position unintentional harm as a local priority, and work with our partners to make the most vulnerable people in Dundee safer from experiencing unintentional harm in the home, much of which is driven by social and economic inequality. We will also ensure that we raise awareness of the signs of domestic abuse, exploitation and substance abuse within the SFRS as we may be the first service that affected people have contact with. We will do our utmost to signpost vulnerable people to partner agencies who can offer the most effective support mechanisms.

Outwith the home environment, we experience the impact of unintentional harm through our response to a range of non-fire related emergencies. Within Dundee it is Road Traffic Collisions (RTC) which are the most significant cause of non-fire related deaths and injuries. Working with our community planning partners, we will ensure there is a co-ordinated and collaborative approach to road safety prevention activity in Dundee.

Working with our partners and communities in Dundee we will:

- *Re-focus our Home Safety Visit Programme to include the assessment of unintentional harm in the home and wider health issues.*
- *Train our firefighters to recognise and respond to the risk factors associated with unintentional harm in the home.*
- *Share key data and jointly deliver targeted interventions, to reduce the incidence and impact of unintentional harm among vulnerable people in the home.*
- *Agree referral pathways, in light of expanding our Home Safety Visit Programme to include unintentional harm in the home.*
- *Target road safety activities from early years to young drivers and other ‘at risk groups’.*

Progress will be monitored by:

- *Analysing the number of unintentional harm referrals we make to our partners.*
- *Monitoring the number of attendances at RTC’s and the frequency and severity of injuries arising from RTC’s.*
- *Reviewing the number of other non-fire related emergencies and the frequency and severity of injuries arising from these incidents.*

The local outcomes we aim to improve are:

- *Our people will be better educated and skilled within a city renowned for learning and culture.*
- *Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included.*
- *People in Dundee will be able to live independently and access support when they need it.*
- *Our communities will be safe and feel safe.*

4. Reducing Unwanted Fire Signals

Around 60% of all SFRS attendances in Dundee are false alarms with those caused by Automatic Fire Alarms (AFA) being the most frequent. This is a significant drain on our resources. Travelling to these incidents under blue-light conditions presents an undue risk to our firefighters and other road users due to an increased likelihood of vehicle accidents occurring. These avoidable journeys also have a negative impact on our carbon footprint and adversely affect our local environment.

Whilst we encourage the use of AFA systems to save lives and protect buildings, more can be done to reduce the significant burden to us and businesses that Unwanted Fire Alarm Systems (UFAS) cause. A marked reduction in UFAS could release significant SFRS resources for more productive work that will deliver greater public value in Dundee, including the broader range of prevention work associated with tackling unintentional harm.

Evidence indicates that properties such as schools/universities, student accommodation, hospitals/medical care and temporary accommodation providers are major contributors to the number of UFAS in Dundee. Our approach to driving down the number of UFAS we attend in Dundee will focus on encouraging ownership of the issue by property owners/occupiers. By reducing UFAS we will lessen the burden placed on our economy due to lost production time, financial costs and the general disruption to services that these incidents cause.

During the past five years SFRS has received over 100 malicious false alarm calls per year. A downward trend was reported since 2012 but this has not been evident during 2016-17. Our community engagement team continues to work with schools to emphasise the disruption that these calls cause along with the consequences of delaying a response to genuine calls for assistance.

Working with our partners and communities in Dundee we will:

- *Investigate the cause of every UFAS event and engage with the premises owner/occupier, to agree measures for preventing reoccurrence.*
- *Identify the premises that have persistent call outs due to UFAS, and work with the owner/occupiers to develop, implement and monitor UFAS demand reduction plans.*
- *Enforce formal action on the owner/occupiers of premises that are generating unacceptable levels of UFAS, and are failing to take ownership of the issue.*
- *Continue to work with schools to ensure that young people are aware of the consequences of making malicious false alarm calls.*

Progress will be monitored by:

- *Reviewing the number of UFAS and the type of premises generating them across Dundee.*
- *Evaluating the outcomes of occupier's demand reduction plans to review progress and identify and share good practice.*
- *Monitoring attendances at UFAS to ensure our attendances are based on an assessment of risk and demand.*

The local outcomes we aim to improve are:

- *Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for people.*
- *Our people will be better educated and skilled within a city renowned for learning and culture.*
- *Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included.*
- *Our communities will be safe and feel safe.*

5. Reducing Deliberate Fires

Protecting the communities of Dundee is not just about preventing accidental fires, we also work hard to tackle the problem of deliberate fire-setting.

During 2016-17, there were 763 deliberate fires in Dundee with the five year average for these incidents being 610. This level of activity accounts for 18% of all incidents in Dundee and is the sixth highest when compared to other Local Authority areas in Scotland. Antisocial behaviour is challenged by SFRS and the Dundee Community Safety Partnership as deliberate fire setting contributes to avoidable financial costs, blights our environment whilst making people feel unsafe in our communities.

In Dundee, secondary fires (e.g. rubbish/bins and grass etc.) make up around 90% of the deliberate fires we attend. The remainder involve occupied buildings, vehicles and outdoor structures such as sheds (Primary Fires). The ignition of refuse accounts for 30% of all deliberate building fires. Evidence indicates that youths are the largest group of perpetrators of deliberate secondary fires and more often than not, it is the more deprived areas of Dundee that suffer the consequences.

Collaborative working is key to tackling deliberate fires. We will use the Dundee Community Planning Partnership as a platform for engaging with a range of partners, including those in the community justice sector. Combining resources will contribute to the reduction of deliberate fires whilst helping to improve local outcomes.

We will provide advice, guidance and support to make people and properties more resilient to fires being set deliberately. Seasonal campaigns are planned to target the peak periods of school holidays and bonfire night. We recognise that education is the foundation to improve outcomes along with a strong focus on youth engagement. The Fire Related Antisocial Behaviour working group will continue to engage with young people to explain the consequences of deliberate fire setting.

Working with our partners and communities in Dundee we will:

- *Share relevant information and analyse data, to identify hot spot areas most at risk from deliberate fire-setting.*
- *Target education, advice and other preventative measures at the hot spot areas identified as being most at risk from deliberate fire-setting.*
- *Deliver effective engagement programmes and interventions to prevent children and young people becoming involved in deliberate fire-setting.*
- *Engage with offenders and ex-offenders involved in deliberate fire setting to educate them of the risks, and to positively influence their behaviour.*
- *Take positive action to reduce opportunities for deliberate fire-setting at insecure, vacant or derelict buildings.*

Progress will be monitored by:

- *Reviewing the number, type and locations of deliberate fire-setting incidents within Dundee.*
- *Evaluating the effectiveness of our engagement programmes for reducing deliberate fire-setting.*

The local outcomes we aim to improve are:

- *Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for people.*
- *Our children will be safe, healthy, achieving, nurtured, active, respected, responsible and included.*
- *Our communities will be safe and feel safe.*
- *Our people will live in strong, popular and attractive communities.*

6. Effective Risk Management and Operational Preparedness

Risk management and operational preparedness is a key area of work for SFRS. We work in partnership to ensure that effective multi-agency response and recovery plans are in place to effectively deal with any event that will impact our communities.

The risks we face in Dundee depend on where people live and work. Commercial risks include industrial sites, large shopping centres, hospitals, sporting arenas and universities. Our city residents, including our extensive student population, live in a broad range of housing types including tenement flats and high rise blocks.

Additional risks include:

- Rail network and Dundee International Airport
- A90 and A92 arterial thoroughfares
- The port of Dundee and River Tay
- Temporary risks such as sporting and music events, festivals
- University and hospital sites
- Significant heritage sites, such as museums, churches and castles.

The national risks Scotland face are continually changing. As a key public service we have a statutory duty to prepare for and respond to any significant national threats or major emergencies. These include the effective deployment of resources to deal with events such as widespread flooding, major transport accidents, terrorist attacks and natural disasters.

As our role broadens, so does the variety of incidents we attend. Developing a greater flexibility to deploy crews whilst providing a wider response and prevention role will therefore be fully explored at a national and local level for safe and effective delivery of our services.

Having the resilience to make plans for and respond to the unique risk profile of Dundee is essential for managing the effects of any event. For us, that means: our firefighters being equipped to deal with emergencies safely and effectively; our stations being in a constant state of readiness; working with our partners, to deliver an integrated approach to emergency planning and helping to build community resilience.

Working with our partners and communities in Dundee we will:

- *Identify and assess the risk to our community through the process of Operational Intelligence (OI) gathering and active involvement in the Local Resilience Partnership (LRP).*
- *Implement a training programme that matches the Dundee risk profile and maintains our capabilities for dealing with local and national emergencies.*
- *Strengthen community resilience by engagement, building their capabilities for managing the effects of emergencies, including Out of Hospital Cardiac Arrests (OHCA).*

Progress will be monitored by:

- *Reviewing the outcomes of our OI process and engagement with LRP's.*
- *Evaluating the effectiveness of our firefighter training programme and multi-agency emergency planning.*
- *Reviewing the number of people we train in CPR, and number of resilience hubs we engage with to enhance their capacity and capabilities.*

The local outcomes we aim to improve are:

- *Dundee will be an internationally recognised city at the heart of a vibrant region with more and better employment opportunities for people.*
- *Our communities will be safe and feel safe.*
- *Our people will live in strong, popular and attractive communities.*

Review

To ensure this Local Fire and Rescue Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once every three years. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved. Following a review the Local Senior Officer may revise the Plan.

Contact Us

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public and our partners.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service. We are proud that the majority of feedback we receive is positive and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of service that we strive to provide for the communities of Scotland.

If you have something you'd like to share with us or you would like more information, you can get in touch in a number of ways:

Write to: Scottish Fire and Rescue Service
Perth & Kinross, Angus and Dundee Area HQ
Blackness Fire Station
Blackness Road
DD15PA

Phone: 01382 322222

Visit our website: www.firescotland.gov.uk

Follow us on Twitter @fire_scot

Like us on Facebook Scottish Fire and Rescue Service



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

www.firescotland.gov.uk